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March 23, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files this stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman

For the Firm

RAF:kcw

Enclosure



March 17, 2020

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated March 13, 2020. The COVID-19 situation continues to evolve rapidly; as a result, the Company is working to adapt quickly and make timely decisions that ensure the health and safety of our employees and the communities we serve.

Below you will find a list of several steps taken by the Company in the last four days:

- **Remote Work and Office Closures** – Following a successful remote work “dry run” exercise on Friday, March 13th, the Company has asked all employees for whom it is possible to work away from the office to begin working remotely starting, Monday, March 16th for a period of at least two weeks. Remote work has been identified as core to the Company’s social distancing practices as directed by the Centers for Disease Control and Prevention (“CDC”). Employees who are not able to work remotely, will continue to perform their essential operational and field activities, while practicing social distancing. Because of our transition to remote work as well as recent guidance provided by the CDC concerning social distancing, all Company offices were closed to the public temporarily, effective at 5:00 pm on March 16th. The Company will revisit the temporary remote working plan before March 31st.
- **Contingency Plans** – Essential job functions have been identified and contingency plans have begun to be developed for both operational field staff and office staff in preparation for potential large-scale absenteeism in the workplace. Contingency plans will be in place and will be implemented as necessary to ensure we meet our commitment to provide safe and reliable water and wastewater service to our customers.
- **Emergency Security Clearances for Access to Plants and Facilities** – Company leaders are currently in the process of securing the proper local emergency security clearances necessary to access utility systems in case of mandatory curfews and movement restrictions. This will ensure we are able to continue to operate our utility facilities as the situation develops.
- **Cyber Security Precautions** – Company Information Technology Services personnel have been working to ensure employees are operating in a secure manner from home WiFi networks through VPN access and written guidance to employees about cyber security protocols and measures to safeguard our systems during this temporary remote work period.

The Corix Group of Companies will continue to take all reasonable and appropriate, science-based, actions required to mitigate the impacts the COVID-19 outbreak on our employees and customers. We are committed to keeping stakeholders, customers and the communities we serve apprised of our



decisions and actions. Please do not hesitate to contact me via email at Donald.Denton@corix.com or by phone at 704-995-7640 if you have any questions or concerns.

Sincerely,

Donald Denton III
President, Atlantic Business Unit
Corix Regulated Utilities